

# IA CAP Meeting 2021



Classification: CONFIDENTIAL

# Agenda

- Covid Response
- Energy Assistance Center
- My Account
- Hometown Care Funds
- Collections
- Questions

# Covid Response

- Working from home
- Pivoted from collections to outreach
  - Social Media posts
  - Emails
  - Webinars/Flyers
  - Calls
  - Reminder letters

# Energy Assistance Center



# Account Numbers

- Most frequent call
- Customer can get Account number in IVR
  - Phone number on account
  - Last 4 of SSN

# Adding a New User

Agents | Account Management | Assistance Programs

**Agent Search**

Last Name: Starts with

First Name: Starts with

Agency Name: Equals

Full Name	Agent Id	Role Description	Agency Name	Phone Number	Status
		Staff	ONV-Dubuque		Active
		Staff	ONV-Dubuque		InActive
		Staff	ONV-Dubuque		InActive
		Staff	ONV Maquoketa		InActive
		Staff	ONV Manchester		Active
		Staff	MICA		InActive
		Staff	MICA		InActive
		Staff	MICA		InActive
		Staff	MICA		InActive
		Staff	MICA		InActive


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# Adding a New User

The screenshot shows a web application interface for adding a new user. At the top, there are four tabs: 'Agencies', 'Agents' (which is highlighted), 'Account Management', and 'Assistance Programs'. Below the tabs, the form is organized into two main sections, each with a blue header bar. The first section, 'Agent Information', contains five fields: 'Title' (a text input), 'First Name' (a text input), 'Last Name' (a text input), 'Agency Name' (a dropdown menu), and 'Agent Role' (a dropdown menu). The second section, 'Contact Information', contains two fields: 'Phone Number' (a text input) and 'Email Id' (a text input). At the bottom of the form, there are two buttons: a blue 'Submit' button with a green checkmark icon and a grey 'Cancel' button.

- All fields need completed
- Email [energyassistance@alliantenergy.com](mailto:energyassistance@alliantenergy.com) for approval once submitted

# Resetting Password

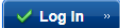
 **ENERGY ASSISTANCE CENTER**

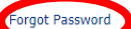
  

**Log In**

User ID:

Password:





Dear user

Your password has been reset.

Please login again using the below password.

**b033df5a-**

We appreciate the opportunity to serve you.

Alliant Energy EAC Team


**Change Password**

Your password has expired or you tried to login using a temporary pasword. Please change your password.

Old Password:

New password:

Confirm password:





# Does the customer have Active Service?

**Customer Account** ( )

**Customer Information**  
[Redacted]

**Account Information**  
Type: Residential  
Premise Status: Active  
Service Began: 09/18/2013  
Life Remark: No

**Assistance Information**  
Budget Billing Status: Active  
Budget Amount: NA  
Payment Arrangement: None

**Deposit Summary**  
Deposit On Hand: \$0.00  
Deposit Recommended: \$0.00


[New Customer Search](#)

**Summary** | [Cost & Usage](#) | [Add Assistance](#) | [Customer Remarks](#) | [Disconnect History](#)

**Account Summary**  
**Billing Summary**  
Total Account Balance is \$113.66.  
Amount Due is \$0.00 and is due on 02/26/2018  

Current Charges	\$0.00
Past Due	\$0.00
<b>Total</b>	<b>\$0.00</b>

# How to get Cost and Usage

Energy<sup>TM</sup>

[Home](#) [Customer Search](#) [Enroll New Agent](#) [Manage My Account](#) [Custom](#)

## Customer Account (1468200000)

**Customer Information**

**Account Information**

Type: Residential  
Premise Status: Active  
Service Began: 09/18/2013  
Life Remark: No

[New Customer Search](#)

[Summary](#) [Cost & Usage](#) [Add Assistance](#) [Customer Remarks](#) [Disconn](#)

### Cost & Usage

Meter Number	Meter Type	Last Bill Date	Last Bill Read Value	<a href="#">Detail</a>
010382899	Gas	02/09/2018	8033.0	<a href="#">Detail</a>
010382899	Gas	08/26/2016	6649.0	<a href="#">Detail</a>
010382899	Gas	02/18/2016	6501.0	<a href="#">Detail</a>

### Meter 010382899 [ Detail View ]

Last Billed Meter Reading 8033.0  
Last Bill Read Date 2/9/2018  
Date Range  to  [View](#)

Read Date	Total Usage	Billed Amount	Payoff Amount	Days of Billing	Cost Per Day	Usage Per Day
02/09/2018	242	\$52.00	\$169.42	30	\$1.73	8.07
01/10/2018	224	\$52.00	\$157.28	30	\$1.73	7.47
12/11/2017	83	\$52.00	\$66.13	32	\$1.63	2.59
11/09/2017	28	\$52.00	\$27.56	29	\$1.79	0.97
10/11/2017	8	\$73.00	\$17.53	30	\$2.43	0.27
09/11/2017	8	\$73.00	\$18.39	32	\$2.28	0.25
08/10/2017	11	\$73.00	\$18.92	29	\$2.52	0.38
07/12/2017	12	\$73.00	\$21.30	33	\$2.21	0.36
06/09/2017	24	\$73.00	\$26.98	31	\$2.35	0.77
05/09/2017	60	\$73.00	\$47.21	29	\$2.52	2.07

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# Pledging Assistance

New Customer Search

[Summary](#) [Cost & Usage](#) **Add Assistance** [Customer Remarks](#) [Disconnect History](#)

### Assistance Programs


This customer is currently participating in the following EAC Programs.

Transaction ID	Date	Amount	Source	Status	Agency	Agent
No data to display.						

Add New Assistance

[Summary](#) [Cost & Usage](#) **Add Assistance** [Customer Remarks](#) [Disconnect History](#)

**Assistance**  
**Add Energy Assistance**  
Enter energy assistance amount your agency is agreeing to provide the above customer, after entering the amount click Continue

**Assistance Information**  
Today's Date: 3/22/2021  
\* Assistance Amount(s):  (Format xxxx.xx)  
\* Source ID:  

✓ Submit »

Cancel

# Payment Information

<b>Summary</b>	<a href="#">Cost &amp; Usage</a>	<a href="#">Add Assistance</a>	<a href="#">Customer Remarks</a>	<a href="#">Disconnect History</a>
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## Account Summary

### Billing Summary

Total Account Balance is \$0.00.  
Amount Due is \$0.00 and is due on 10/15/2018

Current Charges	\$0.00
Past Due	\$0.00
<b>Total</b>	<b>\$0.00</b>

### Mailing Address

611 S PARK AVE  
CENTERVILLE, IA 52544

### Bills & Payments Summary

Posted	Source	Amount	Balance
10/01/2018	Payment-File Transfer	\$197.38	\$0.00
09/25/2018	Bill	\$197.38	\$197.38
09/04/2018	Payment-File Transfer	\$298.00	\$0.00
08/27/2018	Bill	\$298.00	\$298.00
07/31/2018	Payment-File Transfer	\$300.73	\$0.00
07/25/2018	Bill	\$300.73	\$300.73
06/29/2018	Payment-File Transfer	\$270.31	\$0.00
06/25/2018	Bill	\$270.31	\$270.31
05/30/2018	Payment-File Transfer	\$185.94	\$0.00
05/24/2018	Bill	\$185.94	\$185.94

### Pledged Assistance History

No pledged Assistance exists for this Account.

# Do They Have a Disconnect Notice?

## Disconnect History Tab

Summary	Cost & Usage	Add Assistance	Customer Remarks	<b>Disconnect History</b>
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**Disconnect History**

**Disconnect Summary**  
Disconnection Status: Notice Sent  
Expected Disconnection Date: 4/30/2017  
Disconnected Date:

**Deposit Summary**  
Deposit On Hand: -140.00  
Deposit Recommended: 140.00

Event Date	Event Type	Due Amount	Current Status
04/18/2017	Notice Sent	\$1313.75	Active
09/14/2016	Notice Sent	\$790.75	Inactive

# Have They Been Disconnected?

Summary Cost & Usage Add Assistance Customer Remarks **Disconnect History**

## Disconnect History

### Disconnect Summary


Disconnection Status: Disconnected  
Expected Disconnection Date:  
Disconnected Date: 4/17/2017

### Deposit Summary

Deposit On Hand: 0  
Deposit Recommended: 0

Event Date	Event Type	Due Amount	Current Status
04/18/2017	Disconnected El...	\$4271.98	Active
04/04/2017	Notice Sent	\$4271.98	Inactive
07/19/2016	Notice Sent	\$2633.62	Inactive

# Payment Agreement Eligibility

**Alliant  
Energy™**

ENERGY ASSISTANCE CENTER

Welcome INT2WIttest | Logout

[Home](#) | [Customer Search](#) | [Enroll New Agent](#) | [Manage My Account](#) | [Customer Service Center](#) | [Common Links](#)

**Customer Account (0415[REDACTED])**

**Customer Information**  
[REDACTED], HEATHER J  
851 HEMLOCK DR  
VERONA, WI 53593  
Phone: (555) 800-0783

**Account Information**  
Type: Residential  
Premise Status: Active  
Service Began: 03/10/2016  
Life Remark: No

**Assistance Information**  
Budget Billing Status: Ineligible  
Budget Amount: NA  
Payment Arrangement: None

**Deposit Summary**  
Deposit On Hand: \$0.00  
Deposit Recommended: \$0.00

**Payment Arrangement**  
Eligible: Yes  
Length: 6 Months  
Down Payment Amount: \$204.00  
Installment Amount: \$62.92

[New Customer Search](#)

# My Account





# My Account



Good Afternoon

English

Sign Out



HOME



MY PROFILE



BILLING



USAGE



COMPARE



OUTAGES



NOTIFICATIONS



CONTACT US



SERVICE



Alliant  
Energy®

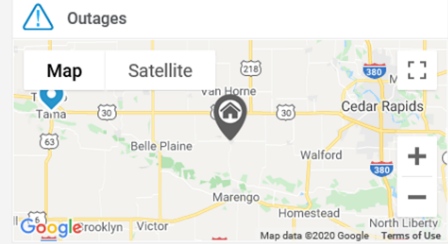
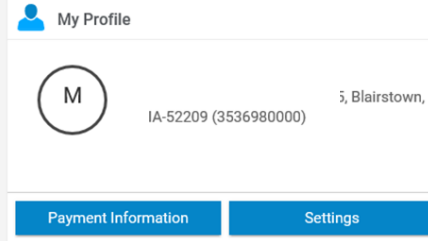
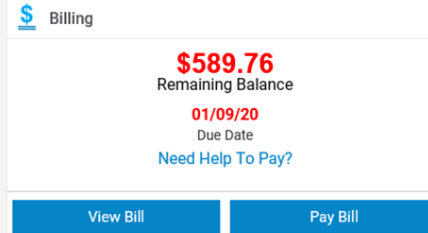
Notifications

2 Billing [View](#)

0 Outage [View](#)

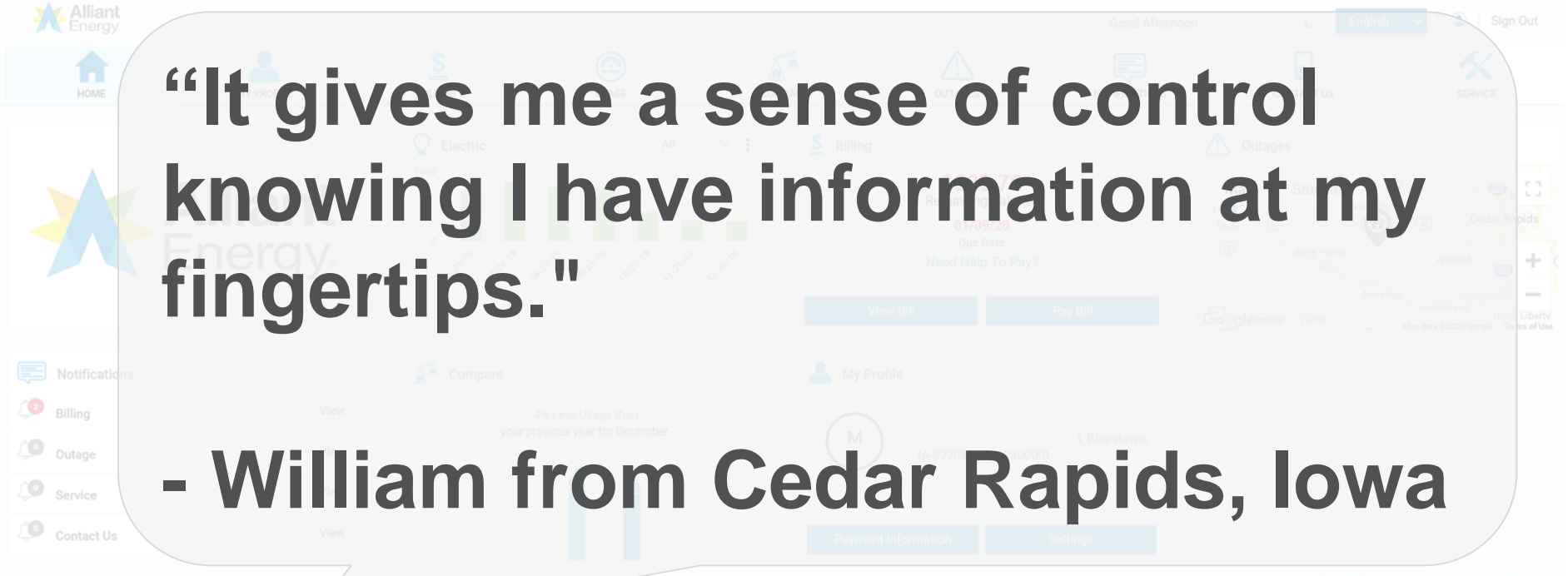
0 Service [View](#)

0 Contact Us [View](#)



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# My Account

The background of the slide is a screenshot of the Alliant Energy mobile application. The interface is in English and shows a user's account page. At the top, there's a greeting "Good Afternoon" and a "Sign Out" button. Below that, there are navigation icons for Home, Profile, Billing, Outages, and Service. The main content area displays a "Billing" section with a "Due Date" of 01/09/20 and a "Need Help To Pay?" link. There are buttons for "View Bill" and "Pay Bill". Below this, there's a "My Profile" section with a "Payment Information" button. At the bottom, there's a "Settings" button. The interface is clean and modern, with a blue and white color scheme.

**“It gives me a sense of control knowing I have information at my fingertips.”**

**- William from Cedar Rapids, Iowa**

# Setting up a Payment Arrangement

You are eligible for a payment arrangement.

Based on your current balance of \$1,182.63 below is your payment arrangement amount.

Your payment arrangement will be due in addition to your monthly charges.

Payment Arrangement	+	Current Charges	=	Total Bill
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## Your Payment Arrangement

12 Months
<b>\$98.56</b>

Payment Arrangement Monthly Payment

Back

Continue

## Your Payment Arrangement

Monthly Payment Arrangement      \$98.56

Duration      12 Months

Reminder: Payment arrangement + current charges = total monthly bill.

☒ I agree to Alliant Energy's [Terms of Use](#).


Back


Submit


Spread out your  
payments ...  
No phone call  
required!





# Track progress on a Payment Arrangement


 **Billing**


 My Bill


 Automatic Payment

 Text To Pay

 Bill & Payment History

 Budget Billing

 Billing Questions

 Pay with Cash

## My Payment Arrangement Progress

Amount Paid to Date | **\$89.36** Remaining Amount | **\$982.93**

### Payment Arrangement

\$89.36 monthly payment for 12 Months + Current Bill

# Pay by card, check or savings

1 Payment Selection 2 Verify Payment Amount 3 Payment Successful

Bill Date: 12/20/19

Due Date: 01/09/20

## Enter Payment Amount


☒ Current Outstanding (\$) \$589.76

☐ Other Amount (\$)

## Select Payment Date

Payment Date 01/14/2020 \*

## Select a Payment Method

☒  MasterCard \*\*\*\*\*5454 8/2022

☐ Choose New Payment Method

Cancel

Next



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# Reconnect



## Payment Successful!

A confirmation email has been sent to your email address.

Payment Amount : **\$2000.00**  
Payment Date : 01/14/20  
Confirmation ID : 120049051755381000

Because you've made a payment, your electricity will be turned on by the end of the next business day and no further action is needed. A reconnect fee will be on your next bill.

Remaining Balance : **\$736.66**

OK



## Payment Successful!

A confirmation email has been sent to your email address.

Payment Amount : **\$746.84**  
Payment Date : 01/14/20  
Confirmation ID : 119904820678411000

Because you've made a payment, we are able to restore your gas service. To have your gas service turned on, please call us at 1-800-255-4268 between 6 a.m. and 9 p.m. Monday through Saturday. A reconnect fee will be on your next bill.

Remaining Balance : **\$0.00**

OK

# My Account - Alerts

## Bill Ready

(1/2) Your Alliant Energy bill is ready to view. \$375.66 is due by 05/18/2020. Enrolled in Text To Pay? Reply PAY. If not, visit My Account

(2/2) <https://myaccount.alliantenergy.com/Portal/Default.aspx> to pay or view your bill.

## Bill Due

(1/2) Your Alliant Energy payment of \$375.66 is due in 5 days on 05/18/2020. Enrolled in Text To Pay? Reply PAY. If not, visit

(2/2) <https://myaccount.alliantenergy.com/Portal/One-TimePayment.aspx>

## Bill Past Due

(1/2) Your Alliant Energy payment of \$221.84 is past due. Enrolled in Text To Pay? Reply PAY. Or pay bill now online

# Hometown Care





# Hometown Care Funds

## Regular Funds

### Rules for Use

- Guideline of \$300 per customer up to a maximum of \$500 per customer (at discretion of individual agency)
  - May be used during 12 month period or program year (May be broken out as multiple payments as long as total doesn't exceed \$500)
- Meet LIHEAP income guidelines OR
- Be experiencing a special hardship (at discretion of individual agency). Examples included, but are not limited to:
  - Disabled family member
  - Elderly family member
  - Small children in the household
  - Recent job loss
  - Medical crisis

# Hometown Care Funds

- Make a co-payment as requested (at discretion of individual agency)
- Make a reasonable attempt to pay (at discretion of individual agency)
- Use funds for weatherization measures to improve energy efficiency related to winter heating and summer cooling and to supplement other energy assistance for the payment of electric or gas utility bills.
- Must be an Alliant Energy customer.

# Hometown Care Funds

## Rules for Fund Administration

- Agencies may use Hometown Care funds donated to their counties, to assist Alliant Energy customers.
- Customer contributions will be dispersed quarterly to each agency's Hometown Care Energy Fund account.
- Company Contributions will be dispersed as soon as they are available.
- Agency may keep 5% of total donations for administrative costs (at discretion of agency)

# Collections Update



# Collections

- Arrears
- Automated Collections Process
- Payment Agreements
- Covid & Health Postponements

# Reconnect Fees

- Electric
  - Remote \$17 + tax
  - Non-Remote \$73 + tax
- Gas
  - \$56+ tax
  - After hours \$123 + tax

# Contact Info

- IPL Collections Hotline 800-227-5156
- [energyassistance@alliantenergy.com](mailto:energyassistance@alliantenergy.com)
- Veronica Stober  
Manager Credit & Collections  
[VeronicaStober@alliantenergy.com](mailto:VeronicaStober@alliantenergy.com)

# Questions

